



# Federal Consulting Group

United States Department of the Treasury

***Helping you and your agency manage change***

## ***We offer full-service consulting***

The Federal Consulting Group is the only full service consulting organization in the federal government. Our skilled, seasoned executive consultants—mostly current or retired federal leaders—understand your issues and your needs. We work with you on innovative solutions using the latest management tools, techniques, and best practices in government and business. We can help your agency integrate online and offline services for the benefit of employees and citizens. FCG provides people-focused, results-oriented services and products. Our executive consultants help you:

- Adapt to and manage rapidly-moving organizational and culture change
- Develop and implement flexible strategic plans
- Improve communications with your employees—a must if your initiatives are to succeed
- Implement the President's Management Agenda
- Measure performance and everything else you do with sound, reliable metrics

## ***We have a national network of executive coaches and facilitators***

Over the next few years, a large number of highly qualified mid and senior level leaders will be eligible for retirement. Our certified coaches and facilitators, working with you in a collaborative partnership, will help you:

- Develop and manage human capital, including growing the next generation of managers and leaders
- Develop recruitment and training strategies for high potential employees
- Enhance, implement and manage diversity initiatives
- Increase learning in a work environment through appreciation and supportive interaction

## ***We are the executive agent in the federal government for the American Customer Satisfaction Index (ACSI)***

In 1999, the President's Management Council selected the ACSI, the leading international measure of customer satisfaction, to be a standard metric in government. The ACSI was developed by Dr. Claes Fornell, a professor at the University of

Michigan Business School. Scores are released quarterly by the University's National Quality Research Center. FCG is the executive agent in government for the ACSI and the Office of Management and Budget has approved the survey. Our partnerships with ForeSee Results, the CFI Group, and the University provide you with instant access to a survey that provides accurate, precise, and reliable data to help you set priorities and make decisions on how to allocate your scarce resources. Moreover, the ACSI provides you with the broadest available range of public and private sector performance benchmarking data. The ACSI is especially valuable to Web content managers who need to understand who their agency Website visitors are and what drives their satisfaction.

## ***We are a Treasury franchise***

We are a fee-for-service business dedicated to government reform. We're easy to work with and offer a streamlined process that allows you to obtain customized services through our Interagency Agreement or similar contracts that meet your agency's requirements.

**For More  
Information**

**[www.fcg.gov](http://www.fcg.gov)**

**202-906-6068**